

**Amendments to the Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1           Claim 1 (cancelled).

1           Claim 2 (cancelled).

1           3.       (previously presented) The method of claim 18, wherein at least  
2 one of the calibrated performance score and the input are provided over a  
3 communication network.

1           4.       (previously presented) The method of claim 18, wherein the  
2 interactions are based on an analysis frequency that is determined at least one of  
3 arbitrarily and as requested by the business.

1           5.       (previously presented) The method of claim 18, wherein at least  
2 one of the interactions is analyzed for quality of service for the agent per day.

1           6.       (previously presented) The method of claim 18, further  
2 comprising:  
3 providing a data report with the calibrated performance score.

1           7.       (previously presented) The method of claim 6, wherein the report  
2 data further comprises at least one of:  
3 an agent performance element that could be improved; and  
4 an agent performance element that was well performed.

1           8.       (previously presented) The method of claim 6, wherein the report  
2 data further comprises a training tip for the agent based on analyzing the agent's  
3 interactions.

1           Claim 9 (cancelled).

1           Claim 10 (cancelled).

1           11.     (previously presented) The method of claim 18, wherein the  
2 interactions comprise telephone calls.

1           12.     (previously presented) The method of claim 18, wherein the  
2 interactions comprise electronic messages.

1           Claim 13 (cancelled).

1           14.     (previously presented) The method of claim 18, wherein the  
2 interactions occur in an area within the United States of America and the analysis  
3 of the interactions occur in at least one of a different area within the United States  
4 of America and an area that is external to the United States of America.

1           Claim 15 (cancelled).

1           16.     (previously presented) The method of claim 18, wherein the  
2 interactions occur in an area external to the United States of America and the  
3 analysis of the interactions occur in at least one of a different area external to the  
4 United States of America and an area within the United States of America.

1           Claim 17 (cancelled).

1           18.     (currently amended) A method for providing calibrated evaluations  
2 of agent performance, wherein all steps are performed by a computer, comprising:  
3           providing interactions between an agent employed by a business and a  
4 customer of the business to analysts for assigning scores to a performance of the  
5 agent during one of the interactions, wherein at least one of the interactions is  
6 commonly provided to the analysts;  
7           analyzing the performance scores provided by the analysts and  
8 determining for each analyst, a total performance score for the commonly-  
9 provided interaction via a scoring algorithm;

10 comparing each of the total performance scores associated with the  
11 analysts with a standard score determined by another employee of the business to  
12 identify a deviation between each of the total performance scores;  
13 providing feedback to each of the analysts, the feedback comprising that  
14 analyst's deviation from the standard score;  
15 adjusting for one or more analysts, a scoring criteria in response to the  
16 feedback based on the associated deviation, comprising:  
17 if the deviation associated with at least one of the analysts is not  
18 within an acceptable range of deviation then repeat the ~~submitting~~ providing,  
19 analyzing, and comparing steps for that analyst; and  
20 if the deviation associated with one or more of the analysts is  
21 within the acceptable range then the at least one or more analysts are considered  
22 calibrated analysts;  
23 randomly sampling the provided interactions for distributing to the  
24 calibrated analysts, wherein the interactions occur in a first geographical area and  
25 the interactions are analyzed in a second geographical area by the calibrated  
26 analysts to produce a calibrated performance score based on a determination of  
27 the performance rendered by the agent to the at least one customer;  
28 sending the calibrated performance score to the business and transmitting  
29 input from the business, wherein the input is based on feedback generated by the  
30 agent in response to the calibrated performance score;  
31 recalculating the standard score based on the input from the business as a  
32 recalculated standard score, comprising:  
33 if the deviations associated with one or more of the analysts are not  
34 within an acceptable range of deviation from the recalculated standard score then  
35 repeating the ~~submitting~~ providing, analyzing, and comparing steps;  
36 if the deviations associated with one or more of the analysts are  
37 within the acceptable range of deviation from the recalculated score, then the one  
38 or more analysts are considered recalibrated analysts.

1 Claim 19 (cancelled).

1           20.   (previously presented) The method of claim 18, wherein the  
2 acceptable range of deviation is established by the business.

1           21.   (previously presented) The method of claim 18, wherein the  
2 acceptable range is expressed as the deviation between an individual analyst's  
3 calibrated performance scores.

1           22.   (previously presented) The method of claim 21, wherein the  
2 deviation is expressed as a percentage of deviation from the standard score.

1           23.   (previously presented) The method of claim 18, wherein the  
2 commonly-provided interaction and the acceptable range of deviation are  
3 provided by an anonymous transaction simulation.

1           24.   (previously presented) The method of claim 23, wherein the  
2 anonymous transaction simulation is designed to test a parameter selected from  
3 the group consisting of a particular category of a transaction, a training update,  
4 and a unique customer interaction scenario.

1           Claims 25-43 (cancelled).

1           44.   (previously presented) The method of claim 18, wherein the  
2 interactions each consist of at least one of voice data and other data.

1           Claims 45-88 (cancelled).

1           89.   (previously presented) The method of claim 18, wherein wages in  
2 the second geographic area are less than wages in the first geographical area to  
3 generate wage attenuation.

1           90.   (currently amended) An apparatus for providing calibrated  
2 evaluations of agent performance, comprising:  
3           a communications network to provide interactions between an agent  
4 employed by a business and a customer of the business to analysts for assigning

5 scores to a performance of the agent during one of the interactions, wherein at  
6 least one of the interactions is commonly provided to the analysts; and  
7 a processor configured to:  
8 analyze the performance scores provided by the analysts and to  
9 determine for each analyst, a total performance score for the commonly-provided  
10 interaction via a scoring algorithm;  
11 compare each of the total performance scores associated with the  
12 analysts with a standard score determined by another employee of the business to  
13 identify a deviation between each of the total performance scores;  
14 provide feedback to each of the analysts, the feedback comprising  
15 that analyst's deviation from the standard score;  
16 adjust for one or more analysts, a scoring criteria in response to the  
17 feedback based on the associated deviation, comprising if the deviation associated  
18 with at least one of the analysts is not within an acceptable range of deviation then  
19 repeat the ~~submitting~~ providing, analyzing and comparing steps for that analyst,  
20 and if the deviation associated with one or more of the analysts is within the  
21 acceptable range then the at least one or more analysts are considered calibrated  
22 analysts;  
23 randomly sample the provided interactions for distributing to the  
24 calibrated analysts, wherein the interactions occur in a first geographical area and  
25 the interactions are analyzed in a second geographical area by the calibrated  
26 analysts to produce a calibrated performance score based on a determination of  
27 the performance rendered by the agent to the at least one customer;  
28 send the calibrated performance score to the business and  
29 transmitting input from the business, wherein the input is based on feedback  
30 generated by the agent in response to the calibrated performance score; and  
31 recalculate the standard score based on the input from the business  
32 as a recalculated standard score, comprising if the deviations associated with one  
33 or more of the analysts are not within an acceptable range of deviation from the  
34 recalculated standard score then repeating the ~~submitting~~ providing, analyzing and  
35 comparing steps, and if the deviations associated with one or more of the analysts

36 are within the acceptable range of deviation from the recalculated score, then the  
37 one or more analysts are considered recalibrated analysts.

1           91.     (previously presented) The apparatus of claim 90, wherein at least  
2 one of the calibrated performance score and the input are provided over a  
3 communication network.

1           92.     (previously presented) The apparatus of claim 90, wherein the  
2 interactions are based on an analysis frequency that is determined at least one of  
3 arbitrarily and as requested by the business.

1           93.     (previously presented) The apparatus of claim 90, wherein at least  
2 one of the interactions is analyzed for quality of service for the agent per day.

1           94.     (previously presented) The apparatus of claim 90, further  
2 comprising:  
3 provide a data report with the calibrated performance score.

1           95.     (previously presented) The apparatus of claim 94, wherein the  
2 report data further comprises at least one of:  
3 an agent performance element that could be improved; and  
4 an agent performance element that was well performed.

1           96.     (previously presented) The apparatus of claim 94, wherein the  
2 report data further comprises a training tip for the agent based on analyzing the  
3 agent's interactions.

1           97.     (previously presented) The apparatus of claim 90, wherein the  
2 interactions comprise telephone calls.

1           98.     (previously presented) The apparatus of claim 90, wherein the  
2 interactions comprise electronic messages.

1           99.     (previously presented) The apparatus of claim 90, wherein the  
2 interactions occur in an area within the United States of America and the analysis

3 of the interactions occur in at least one of a different area within the United States  
4 of America and an area that is external to the United States of America.

1 100. (previously presented) The apparatus of claim 90, wherein the  
2 interactions occur in an area external to the United States of America and the  
3 analysis of the interactions occur in at least one of a different area external to the  
4 United States of America and an area within the United States of America.

1 101. (previously presented) The apparatus of claim 90, wherein the  
2 acceptable range of deviation is established by the business.

1 102. (previously presented) The apparatus of claim 90, wherein the  
2 acceptable range is expressed as the deviation between an individual analyst's  
3 calibrated performance scores.

1 103. (previously presented) The apparatus of claim 90, wherein the  
2 deviation is expressed as a percentage of deviation from the standard score.

1 104. (previously presented) The apparatus of claim 90, wherein the  
2 commonly-provided interaction and the acceptable range of deviation are  
3 provided by an anonymous transaction simulation.

1 105. (previously presented) The apparatus of claim 90, wherein the  
2 anonymous transaction simulation is designed to test a parameter selected from  
3 the group consisting of a particular category of a transaction, a training update,  
4 and a unique customer interaction scenario.

1 106. (previously presented) The apparatus of claim 90, wherein wages  
2 in the second geographic area are less than wages in the first geographical area to  
3 generate wage attenuation.

1 107. (previously presented) The apparatus of claim 90, wherein the  
2 interactions each consist of at least one of voice data and other data.

1           108. (currently amended) A non-transitory computer-readable storage  
2 medium containing computer executable instructions stored therein, which when  
3 executed by a computer, causing said computer to implement the method for  
4 providing calibrated evaluations of agent performance, comprising:  
5           providing interactions between an agent employed by a business and a  
6 customer of the business to analysts for assigning scores to a performance of the  
7 agent during one of the interactions, wherein at least one of the interactions is  
8 commonly provided to the analysts;  
9           analyzing the performance scores provided by the analysts and  
10 determining for each analyst, a total performance score for the commonly-  
11 provided interaction via a scoring algorithm;  
12           comparing each of the total performance scores associated with the  
13 analysts with a standard score determined by another employee of the business to  
14 identify a deviation between each of the total performance scores;  
15           providing feedback to each of the analysts, the feedback comprising that  
16 analyst's deviation from the standard score;  
17           adjusting for one or more analysts, a scoring criteria in response to the  
18 feedback based on the associated deviation, comprising:  
19           if the deviation associated with at least one of the analysts is not  
20 within an acceptable range of deviation then repeat the ~~submitting~~ providing,  
21 analyzing, and comparing steps for that analyst; and  
22           if the deviation associated with one or more of the analysts is  
23 within the acceptable range then the at least one or more analysts are considered  
24 calibrated analysts;  
25           randomly sampling the provided interactions for distributing to the  
26 calibrated analysts, wherein the interactions occur in a first geographical area and  
27 the interactions are analyzed in a second geographical area by the calibrated  
28 analysts to produce a calibrated performance score based on a determination of  
29 the performance rendered by the agent to the at least one customer;



30           sending the calibrated performance score to the business and transmitting  
31   input from the business, wherein the input is based on feedback generated by the  
32   agent in response to the calibrated performance score;  
33           recalculating the standard score based on the input from the business as a  
34   recalculated standard score, comprising:  
35           if the deviations associated with one or more of the analysts are not  
36   within an acceptable range of deviation from the recalculated standard score then  
37   repeating the ~~submitting~~ providing, analyzing, and comparing steps;  
38           if the deviations associated with one or more of the analysts are  
39   within the acceptable range of deviation from the recalculated score, then the one  
40   or more analysts are considered recalibrated analysts.

1           109.   (previously presented) The non-transitory computer-readable  
2   storage medium of claim 108, wherein at least one of the calibrated performance  
3   score and the input are provided over a communication network.

1           110.   (previously presented) The non-transitory computer-readable  
2   storage medium of claim 108, wherein the interactions are based on an analysis  
3   frequency that is determined at least one of arbitrarily and as requested by the  
4   business.

1           111.   (previously presented) The non-transitory computer-readable  
2   storage medium of claim 108, wherein at least one of the interactions is analyzed  
3   for quality of service for the agent per day.

1           112.   (previously presented) The non-transitory computer-readable  
2   storage medium of claim 108, further comprising:  
3           providing a data report with the calibrated performance score.

1           113.   (previously presented) The non-transitory computer-readable  
2   storage medium of claim 112, wherein the report data further comprises at least  
3   one of:  
4           an agent performance element that could be improved; and

5 an agent performance element that was well performed.

1 114. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 112, wherein the report data further comprises a training  
3 tip for the agent based on analyzing the agent's interactions.

1 115. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the interactions comprise telephone calls.

1 116. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the interactions comprise electronic  
3 messages.

1 117. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the interactions occur in an area within the  
3 United States of America and the analysis of the interactions occur in at least one  
4 of a different area within the United States of America and an area that is external  
5 to the United States of America.

1 118. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the interactions occur in an area external to  
3 the United States of America and the analysis of the interactions occur in at least  
4 one of a different area external to the United States of America and an area within  
5 the United States of America.

1 119. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the acceptable range of deviation is  
3 established by the business.

1 120. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the acceptable range is expressed as the  
3 deviation between an individual analyst's calibrated performance scores.

1           121. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the deviation is expressed as a percentage  
3 of deviation from the standard score.

1           122. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the commonly-provided interaction and  
3 the acceptable range of deviation are provided by an anonymous transaction  
4 simulation.

1           123. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the anonymous transaction simulation is  
3 designed to test a parameter selected from the group consisting of a particular  
4 category of a transaction, a training update, and a unique customer interaction  
5 scenario.

1           124. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein wages in the second geographic area are  
3 less than wages in the first geographical area to generate wage attenuation.

1           125. (previously presented) The non-transitory computer-readable  
2 storage medium of claim 108, wherein the interactions each consist of at least one  
3 of voice data and other data.